



For your records

Insurance policy information

Agent's name: _____
 Address _____
 Phone number _____

Insurance company _____
 Type of policy _____
 Policy number: _____
 Renewal date: _____
 Location of the policy _____

Number to report claims: _____

Agent's name: _____
 Address _____
 Phone number _____

Insurance company _____
 Type of policy _____
 Policy number: _____
 Renewal date: _____
 Location of the policy _____

Number to report claims: _____

Agent's name: _____
 Address _____
 Phone number _____

Insurance company _____
 Type of policy _____
 Policy number: _____
 Renewal date: _____
 Location of the policy _____

Number to report claims: _____

Agent's name: _____
 Address _____
 Phone number _____

Insurance company _____
 Type of policy _____
 Policy number: _____
 Renewal date: _____
 Location of the policy _____

Number to report claims: _____

Do you need information about insurance issues? Do you want to file a complaint? Do you know someone who has committed the criminal act of insurance fraud? Contact your state Department of Insurance.



Kentucky Department of Insurance

P.O. Box 517, Frankfort, KY 40602-0517

Toll free: 1-800-595-6053

TTY for the deaf/hard-of-hearing : 1-800-462-2081

<http://doi.ppr.ky.gov>



November 2002

THE KENTUCKY DEPT. OF INSURANCE

- Central mailing address: P.O. Box 517, Frankfort KY 40602-0517.
- Main phone numbers: 1-502-564-3630 or **toll free 1-800-595-6053**.
- TTY line for the deaf: toll free 1-800-462-2081
- Home page: <http://doi.ppr.ky.gov>

The following DOI offices can be contacted through our toll free lines in addition to the numbers here:

Administrative Services Division

Phone: 502-564-6154 or 1-800-595-6053, Ext. 4220

Fax: 502-564-1650

E-mail contact: Randy.Donahue@mail.state.ky.us

Agent Licensing Division

Phone: 502-564-6004. Fax: 502-564-6030

E-mail contact: doiagentlicensingmail@mail.state.ky.us

Commissioner's Office

Phone: 502-564-3630. Fax: (502) 564-1453

Communications Office

Phone: 502-564-6098 or 1-800-595-6053, Ext. 4273

Fax: (502) 564-2669

E-mail: Ronda.Sloan@mail.state.ky.us

Consumer Protection and Education Division

Phone: 502-564-6034. Fax: (502) 564-6090

E-mail contact: Jane.Gritton@mail.state.ky.us

OMBUDSMAN: (502) 564-5148. E-mail

Paula.Freeman@mail.state.ky.us

Financial Standards and Examination Division

Phone: 502-564-6082. Fax: (502) 564-4604

E-mail contact: doifinancialstandardsmail@mail.state.ky.us

Legal Division

Phone: 502-564-6032. Fax: (502) 564-1456

E-mail contact: Pam.Farmer@mail.state.ky.us

Health Insurance Policy & Managed Care Division

Phone: 502-564-6088. Fax: 502-564-2728

E-mail contact: doihealthmail@mail.state.ky.us

Insurance Fraud Investigation Division

Mail: P.O. Box 4050, Frankfort KY 40604

Phone: 502-564-1461. Fax: (502) 564-1464

E-mail contact: Joe.Cohen@mail.state.ky.us

Kentucky Access Division

Mail: P.O. Box 1380, Frankfort KY 40602-1380

Phone: 502-573-1026. Fax: 502-573-1030

Kentucky Access CUSTOMER SERVICE: (toll free)

1-866-405-6145. For information online, go to

<http://www.Kentuckyaccess.com>

Life Insurance Division

Phone: 502-564-6071. Fax: (502) 564-5922

E-mail contact: doilifemail@mail.state.ky.us

Market Conduct Section

Phone: 502-564-1936. Fax: 502-564-9902

E-mail: Eugenia.Jump@mail.state.ky.us

Property & Casualty Division

Phone: 502-564-6046. Fax: (502) 564-2728

E-mail contact: Christy.Campbell@mail.state.ky.us

State Risk & Insurance Services Division

Phone: 502-564-6055. Fax: (502) 564-2693

E-mail contact: doistateriskmail@mail.state.ky.us

What have we done for you lately?

The Kentucky Department of Insurance is the state agency that regulates the insurance industry. When you buy insurance, we are with you every step of the way. The department:

1. Works with the legislature on new consumer protection laws.
2. Regulates companies that sell insurance in Kentucky and monitors their financial stability and business practices.
3. Approves insurance rates.
4. Licenses the person who makes the sale.
5. Distributes free insurance shopping guides.
6. Maintains a Web site where you can get information — <http://doi.ppr.ky.gov>
7. Conducts forums and seminars where you can ask questions one-on-one.
8. Helps consumers with complaints — call **800-595-6053** or file a complaint online.
9. Investigates insurance fraud.
10. Oversees Kentucky Access, the program for people with high-cost conditions who must buy their own health insurance.

Contact us about ...

- ✓ *Agent licensing issues:* Agent Licensing, 502-564-6004.
- ✓ *Auto & home insurance rate comparisons:* Consumer Protection, 502-564-6034.
- ✓ *Consumer complaints and information:* Consumer Protection, 502-564-6034.
- ✓ *Guest speakers:* Consumer Protection, 502-564-6034.
- ✓ *Insurance on state property:* State Risk, 502-564-6055.
- ✓ *Jobs and contracts with DOI:* Administrative Services, 502-564-6154.
- ✓ *Kentucky Access:* Kentucky Access customer service: (toll free) 866-405-6145.
- ✓ *Media requests:* Communications, 502-564-6098.
- ✓ *Medigap or long-term care insurance:* Consumer Protection, 502-564-6034.
- ✓ *Municipal premium taxes:* Local Premium Tax Unit, 502-564-1649.
- ✓ *Reporting insurance fraud:* Insurance Fraud Investigation, 502-564-1461.
- ✓ *Senior citizen workshops:* Kentucky Insurance Program for Seniors (KIPS), 502-564-6088.

Call toll free: 1-800-595-6053.